

Program A: Office of Financial Institutions

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in tables labeled as General Performance Information.

DEPARTMENT ID: 01 Executive Department

AGENCY ID: 01-255 Office of Financial Institutions

PROGRAM ID: Program A: Office of Financial Institutions Program

1. (KEY) Through the Depository Institutions activity, to proactively supervise 100% of state chartered depository institutions by conducting 100% of scheduled examinations, reporting the examination results within 1 month of receipt of the draft report, and acting on complaints within 10 days of receipt.

Strategic Link: This operational objective is related to strategic objective I.1: Through 2007, the Depository Division will proactively supervise 100% of state chartered depository institutions by conducting 100% of scheduled examinations, reporting the examination results within one month of receipt of the draft report, and acting on complaints within 10 days of receipt.

Louisiana: Vision 2020 Link: This operational objective related to Louisiana Vision 2020 objective 1.8: To improve efficiency and accountability of governmental agencies.

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The Depository Institutions activity currently provides supervision to 141 banks/thrifts and 62 credit unions.

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
11609	K	Percentage of examinations conducted as scheduled -banks/thrifts	95%	95%	100%	100%	100%	100%
11610	K	Percentage of examinations conducted as scheduled - credit unions	100%	100%	100%	100%	100%	100%
11611	K	Percentage of examination reports processed within 1 month - banks/thrifts	90%	78.4%	90%	90%	90%	90%
11612	K	Percentage of examination reports processed within 1 month - credit unions	90%	86.5%	90%	90%	90%	90%
11613	K	Percentage of complaints acted upon within 10 days - banks/thrifts	97.6%	100%	100%	100%	100%	100%
11614	K	Percentage of complaints acted upon within 10 days - credit unions	100%	100%	100%	100%	100%	100%

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GENERAL PERFORMANCE INFORMATION: DEPOSITORY ACTIVITY						
LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
11615	Number of examinations conducted - banks/thrifts	72	59	72	72	73
11616	Number of examinations conducted - credit unions	65	65	64	60	59
11617	Number of complaints received - banks/thrifts	Not applicable ¹	Not applicable ¹	47	86	39
11618	Number of complaints received - credit unions	Not applicable ¹	Not applicable ¹	3	4	2
11619	Total assets regulated (in billions)	\$18.0	\$17.4	\$17.6	\$19.4	\$20.5

¹ This indicator was not tracked prior to FY 1999-2000.

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2. (KEY) Through the Non-depository activity, to proactively supervise 100% of non-depository financial services providers by conducting 100% of required examinations, investigating 100% of reports of unlicensed operations within 10 days, and acting upon written complaints within 30 days.

Strategic Link: This operational objective links to strategic objective 1.2: Through 2007, the Nondepository Division will proactively supervise 100% of nondepository financial services providers by conducting 100% of scheduled examinations, investigating 100% of reports of unlicensed operations within 10 days, and acting upon written complaints within 30 days.

Louisiana: Vision 2020 Link: This operational objective relates to Louisiana Vision 2020 objective 1.8: To improve efficiency and accountability of governmental agencies.

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
11620	K	Percentage of required examinations conducted	100%	104.1%	100%	100%	100%	100%
11628	K	Total number of active registrants	7,857	7,422	8,885	8,885	7,404	7,404
11621	K	Percentage of investigations conducted within 10 days of companies reported to be operating unlicensed	100%	99.5%	100%	100%	100%	100%
11622	K	Percentage of companies closed or license not required	57.8%	80.2%	51.7%	51.7%	47.5%	47.5%
11629	K	Percentage of investigated companies licensed	42.2%	19.8%	48.3%	48.3%	52.5%	52.5%
11625	K	Percentage of written complaints acted upon within 30 days	100%	99.8%	100%	100%	100%	100%

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GENERAL PERFORMANCE INFORMATION: NON-DEPOSITORY ACTIVITY						
LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
11627	Total number examinations scheduled	1,193	1,104	1,094	1,129	1,365
14271	Number of providers licensed or registered under the Residential Mortgage Lending Act ¹	Not Applicable ¹	Not Applicable ¹	2,006	1,906	2,234
11630	Total number of companies reported to be operating unlicensed	168	65	102	380	247
11623	Total number of violations cited	5,092	1,762	10,718	9,404	7,907
11624	Total monies refunded or rebated to consumers from cited violations	\$111,446	\$41,859	\$138,029	\$129,930	\$160,540
11631	Total number of written complaints received	117	171	189	222	306
14269	Number of complaints for residential mortgage lenders ²	Not Applicable ²	Not Applicable ²	Not Applicable ²	84	107
11626	Total amount of refunds or rebates from complaints	\$36,492	\$17,058	\$20,941	\$37,376	\$24,571
11632	Number of phone calls received from consumers and lenders on toll-free line ³	28	1,694	2,326	2,328	2,668

¹ The Residential Mortgage Lending Act was effective January 1, 2000. The number of providers licensed or registered under the Residential Mortgage Lending Act is a subset of the key performance indicator, "Total number of active registrants."

² The Residential Mortgage Lending Act was effective January 1, 2000. The number of complaints for residential mortgage lenders is a subset of the general performance indicator, "Total number of written complaints received." Number not available until Fiscal Year 2000-2001.

³ The toll-free line provides free access to information regarding the regulation of Louisiana non-depository entities to Louisiana residents and non-depository financial services providers. This toll-free line was established in May, 1998.

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3. (KEY) Through the Securities activity, to continue to conduct compliance examinations and investigations, where warranted, of registered Broker Dealers and Investment Advisors located in the State of Louisiana.

Strategic Link: This operational objective is related to strategic objective I.3: Through 2007, the Securities Division will conduct compliance examinations and investigations, where warranted, of 100% of registered Broker Dealers and Investment Advisors located in the State of Louisiana as scheduled in cooperation with federal regulators and will process 100% of all applications for licenses and requests for authorization of offerings within 30 days of receipt.

Louisiana: Vision 2020 Link: This operational objective relates to Louisiana Vision 2020 objective 1.8: To improve efficiency and accountability of governmental agencies.

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
11633	K	Percentage of compliance examinations conducted of Louisiana broker dealers and investment advisors	100%	0%	100%	100%	100%	100%
11634	S	Number of broker dealers and investment advisors located in Louisiana	240	255	280	280	250	250
11635	S	Number of new complaints alleging violations reported	40	24	50	50	24	24
11636	S	Number of investigations ²	20	28	30	30	28	28
11637	S	Number of enforcement actions initiated	4	12	4	4	4	4

¹ Examinations were suspended due to vacancies and planned revisions to the examination format.

² Includes all active investigations, including those initiated in prior years that are still active.

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4. (KEY) Through the Securities activity, to process 100% of all applications for licenses and requests for authorization of offerings within 30 days of receipt.

Strategic Link: This operational objective is related to strategic objective I.3: Through 2007, the Securities Division will conduct compliance examinations and investigations, where warranted, of 100% of registered Broker Dealers and Investment Advisors located in the State of Louisiana as scheduled in cooperation with federal regulators and will process 100% of all applications for licenses and requests for authorization of offerings within 30 days of receipt.

Louisiana: Vision 2020 Link: This operational objective relates to Louisiana Vision 2020 objective 1.8: To improve efficiency and accountability of governmental agencies.

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
New	K	Percentage of applications processed within 30 days of receipt	Not applicable	Not applicable	Not applicable	100% ¹	100%	100%
11638	K	Number of applications for licenses received for investment advisors, broker dealers, and agents	90,000	90,252	100,000	100,000	90,000	90,000

¹ This performance indicator did not appear under Act 12 of 2001 or Act 13 of 2002 and does not have performance standards for FY 2001-2002 or FY 2002-2003. The value shown for existing performance standard is an estimate of yearend FY 2002-2003 performance and not a performance standard.

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GENERAL PERFORMANCE INFORMATION: TOTAL REVENUES COLLECTED						
LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
12242	Total revenues collected	\$15,176,387	\$15,628,778	\$16,982,545	\$17,551,579	\$16,553,139
12243	Percentage of revenues expended	42.6%	40%	38.8%	38.3%	43.2%
12244	Total cost of operations	\$6,407,957	\$6,258,070	\$6,581,431	\$6,723,460	\$7,155,121